

# NEVADA

# Connections

*Produced by Community College Southern Nevada to connect resources for Nevada's adult workforce*

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## Many adult educators active in Associations



*Nevada had a record turnout at the MPAEA 2000 convention in Salt Lake City. Shown are ten of the sixteen who attended. Standing from left: Wendy Raynor, Julee Henson, Terri Kaulentis, Marta Hall, Maxine Engel-Muccigrosso, Jeanie Thibault. Seated from left: Sharyn Yanoshak, Jackie Kearns, Vicki Newell, Sheila Fairbairn. Sheila received Nevada's Award of Excellence; Sam Kline received a Y2K Special Assistance Scholarship to support his graduate studies in adult education at UNLV.*

Presentation Proposal Forms are available for the Mountain Plains Adult Association's 2001

conference. Albuquerque, NM is the site, April 25th-28th the dates for "Lifelong Learning: The Never-ending Story." In addition to excellent annual conferences, this association provides various scholarships and other services to adult educators in eight western states. For more information, contact Nevada's Board Members: Julee Henson, 702/799-0170, [grannyhens@aol.com](mailto:grannyhens@aol.com); Vicki Newell, 775/356-1009, [director@nnlc.reno.nv.us](mailto:director@nnlc.reno.nv.us)

## NAEA elects officers for 2000/2001

Nevada Adult Education Association outgoing President Vicki Newell thanks members for their support and urges educators from all areas of adult education to get involved! For membership information, contact any of the officers:

- President Martin Bauer, 775/829-9030, [MBauer@tmcc.edu](mailto:MBauer@tmcc.edu)
- President-elect Jackie Kearns, 775/623-6218, [jkearns@join.org](mailto:jkearns@join.org)
- Secretary Amy Hyams, 702/895-1022, [AHyams@ccmail.nevada.edu](mailto:AHyams@ccmail.nevada.edu)
- Treasurer Jeanie Thibault, 702/651-4065, [Jeanietbo@msn.com](mailto:Jeanietbo@msn.com)
- Director-North Marta Hall, 775/887-9231
- Director-South Julee Henson, 702/799-0170, [grannyhens@aol.com](mailto:grannyhens@aol.com)
- Director-at-large (rural) Dixie Tienken, 775/728-4638

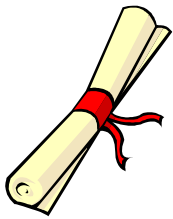


# Retention strategies that work!

Participants in a November 1999 workshop on retention at Community College of Southern Nevada were asked to try new strategies in the ensuing six months. Sheila Fairbairn (702/651-4896) reported the following results:

We have found the following strategies have helped ESL students to stay focused and remain in class for longer periods of time:

- Students sign a paper at registration, which outlines rules for retaining a place in class.
- Coordinators hold interviews with students who have missed 2 classes to find out the reason for the absences.
- Telephone calls are made to students who are absent three consecutive days; students are asked to set up an appointment with the coordinator. Pre-GED teacher Maxine Engel-Muccigrosso adds: "I made phone calls to students who were absent two days in a row. They were pleased and flattered that I was interested in them and 'took the trouble' to call. Most of those I called returned to class, and some were sure to let the others know that I had called."



- Completion Certificates are given to students on the last day of class. Gold Perfect Attendance Stickers are affixed to the certificates for students who attended all classes for the term. A Workforce Writing Dictionary is given to each student who has perfect attendance and is advanced to the next level. Feedback from the teachers indicates that students really like these "rewards." Maxine also noted that she had used "happy face" stickers (instead of gold stars) on papers that showed improvement.
- Teachers brainstormed and decided to incorporate Project Teaching into their term teaching agenda. (Note: Steck-Vaughn's English ASAP has some good project outlines and ideas.) From these projects students learned to make lists, understand workplace rules and time schedules, work in groups, set goals, brainstorm, apply workforce grammar, and use the copy machine. Teacher feedback indicated the students were very happy to be completing a project to take home and show off.

Two especially effective projects were an Employee Handbook for the "Classy Copier Company" produced by Jeanie Thibault's (702/651-4065) ESL class and the "Helpful Hints for New ESL Students" booklet produced by Michelle Flores' (702/454-7033) Intermediate ESL class.

We considered but did not implement several other ideas: We felt that giving T-shirts to students as prizes was too expensive, and that sending post cards to students who were absent did not give feedback at a speed that enabled us to help the student at the time of the challenge.

## Action research project shows orientation increases retention

Deidra Sanderson and Marsha Whitehair, of the Little House Adult Learning Center in Salina, Kansas researched the question "What impact does an extended orientation have on the retention rate of students, especially in the critical first three weeks?" The women implemented a pre-entry orientation workshop incorporating research-proven factors for increased retention and student success. They kept attendance records (including counselor notes, student journals, post interviews, and surveys) for an experimental group and a control group. Results showed that an extended orientation process works: After a three-week period, 93% of those who attended orientation were still attending classes, compared to only 56% of those who did not attend orientation. Retention and goal completion rates were similar after two months. Contact information: 785/826-4690; [marsha.whitehair@usd305.com](mailto:marsha.whitehair@usd305.com). *Editor's note: Thanks to Vicky Ramakka, a previous Adult Education Consultant for Nevada, for this information!*

Get net-tutored! Ohio State's Net.tutor site offers more than a dozen interactive lessons on topics such as e-mail basics, search skills, and research techniques.

<http://gateway.lib.ohio-state.edu/tutor>

## SOS Online

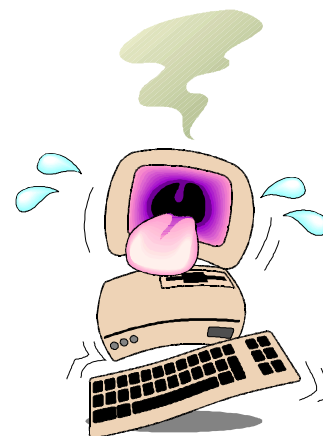
Susan McLester, *Technology & Learning Magazine*, April 2000; [www.techlearning.com](http://www.techlearning.com)

Looking for help with a hardware device or software program? Looking for the best tech support worldwide at the right price? Interested in taking a step-by-step tutorial for beginners? The following sites were among those most highly rated by SupportNet as useful to educators with technology support questions.

([supportnet.merit.edu/resources/supportsites.html](http://supportnet.merit.edu/resources/supportsites.html))

- Ask Jeeves ([www.askjeeves.com](http://www.askjeeves.com)) promises to "tame the Net for you" by letting users ask their questions in plain English and by retrieving information from an extensive knowledge base of millions of frequently asked questions. Users can view Take a Peek, a page that shows what people are asking Jeeves right now (updated every 30 seconds), or go into Money, Travel, Health, Computers, Entertainment, Shopping and other areas. The site also links to Ask Jeeves for Kids.
- Google ([www.google.com](http://www.google.com)) prides itself on delivering more highly relevant search results than other engines. A clean, uncluttered interface, a feature that ranks the importance of retrieved Web pages, and cached links that show results even if a server is down are among the special services it offers users.
- NetTech ([www.nettech.com](http://www.nettech.com)) is a comprehensive service that addresses system disasters and crashes, unscheduled downtime, archiving and backup failures, unreliable support, and much more. Users e-mail the site directly for quick, expert help with troubleshooting and diagnostics, systems analysis and more.
- No Wonder ([www.nowonder.com](http://www.nowonder.com)) customizes support help by hooking up individual users with the appropriate support provider from a "cast of thousands" in 100 countries, at a price they're willing to pay. Users who choose Live Help receive auction bids from qualified technicians, can view information on their expertise, and see user ratings. Users can also access support via e-mail by typing in their question on the home page.
- Service911 ([www.service911.com](http://www.service911.com)) provides a broad range of home and corporate services, many of which would apply to schools. Among the features of this site are video tutorials with tips and tricks and step-by-step instruction, and over 2,000 online tutorials on the latest software applications and hardware devices.

ZD Help and How To ([www.Zdnet.com/zdhelp](http://www.Zdnet.com/zdhelp)) offers users step-by-step tutorials and beginner guides on computer basics, hardware, Macintosh, Windows and other subjects. It also focuses on how to use specific applications, such as Paint Shop Pro, and gives tips for using digital cameras and Webcams. Additional areas help users with information on virus solutions, performance boosters, diagnostic tools and a 24-hour, 7day—a-week Ask the Experts forum.



## Books are fun — and fund-raisers, too!

Is there a more appropriate item for funding literacy than ... books? Iowa-based Books Are Fun can provide literacy programs with popular best sellers from leading publishers to use in fund-raising efforts. The company selects several titles, sends them to a literacy program on consignment, and supplies fliers featuring the selected titles. The books come at 20 to 70 percent off retail prices.

The company also offers an option through which large businesses and organizations can conduct book fairs to raise money to support a local literacy program. For information contact Alice Blazek, 800/966-8301, ext. 3300.

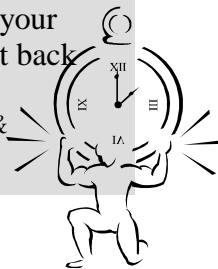
Visit the Web site ([www.booksarefun.com](http://www.booksarefun.com)) — but call first to receive a customer code and you'll be eligible for discounts!

### De-stress tip #1

#### Set the pace according to the purpose

Excel where you should, and don't bother where it doesn't count. All activities don't deserve your best efforts. Dig in your heels for the most important things; cut back the intensity for the less important.

—Dianna Booher, Colleyville, TX, *Training & Development*, September 1999



### Have we got a project for you!

The July 1999 issue of Literacy Links is devoted to project-based learning, a nontraditional method of teaching that is showing such good results in adult education. The lead article describes how and why teachers help students direct and design meaningful projects. Other articles address the role of technology, family literacy projects, how to get students involved, and free resources. The whole issue is peppered with plenty of ideas and examples.

The Texas Center for Adult Literacy & Learning publishes LiteracyLinks; you can view it at [www.cdrlr.tamu.edu/tcall/](http://www.cdrlr.tamu.edu/tcall/). If you'd like a hard copy, contact Bob d'Orleans at 702/651-4974.

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